

IN THE CLAIMS:

Please amend the claims as follows.

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1. (Currently Amended) An apparatus to unblock a security device issued to an end user, comprising:
    - an unblocking service for establishing a secure gateway;
    - a client-side applet transfer agent for securely transferring information among the unblocking service, the end user, and the security device; and
    - an agent-side applet transfer agent for securely transferring information between the unblocking service and a security agent.
  2. (Original) The apparatus of claim 1, wherein the security agent unblocks the security device from a remote location.  
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  3. (Currently Amended) The apparatus of claim 1, wherein an end user identifier and a password pair is presented by the end user for the client-side transfer agent applet to connect to the unblocking service.
  4. (Currently Amended) The apparatus of claim 1, wherein an authentication process is performed for every transfer between the client-side transfer agent applet and the unblocking service.
  5. (Original) The apparatus of claim 1, wherein the end user is remote.
  6. (Original) The apparatus of claim 1, wherein the security device is a smart card.
  7. (Original) The apparatus of claim 1, wherein the apparatus is accessible via a web interface.
  8. (Original) The apparatus of claim 3, wherein the end user identifier is an e-mail address.

9. (Currently Amended) The apparatus of claim 1, further comprising:
- an Unblock Authorization Code (UAC) securely transferred from the agent-side transfer agent applet and the client-side transfer agent applet to the unblocking service; and
- an Unblock Code (UBC) securely transferred from the unblocking service to the client-side transfer agent applet;
- wherein, the client-side transfer agent applet uses the UBC to unblock the security device.
10. (Currently Amended) The apparatus of claim 9, further comprising:
- the client-side transfer agent applet set to check at a configurable frequency for determining that the UAC is generated.
11. (Original) The apparatus of claim 9, wherein the UAC is accepted upon correlation of an end user identifier and a security device identifier.
12. (Original) The apparatus of claim 11, wherein the security device identifier is a serial number.
13. (Original) The apparatus of claim 11, wherein the end user identifier is an e-mail address.
14. (Currently Amended) The apparatus of claim 9, wherein the UBC is provided by the unblocking service to the client-side transfer agent applet after correlation of an end user identifier, a password pair, and a security device identifier.
15. (Original) The apparatus of claim 14, wherein the security device identifier is a serial number.
16. (Original) The apparatus of claim 14, wherein the end user identifier is an e-mail

address.

17. (Currently Amended) An apparatus to unblock a security device issued to an end user, comprising:  
an unblocking service for establishing a secure gateway;  
a client-side applet transfer agent for securely transferring information among the unblocking service, the end user, and the security device;  
an agent-side applet transfer agent for securely transferring information between the unblocking service and a security agent;  
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an Unblock Authorization Code (UAC) securely transferred from the agent-side transfer agent applet and the client-side transfer agent applet to the unblocking service;  
an Unblock Code (UBC) securely transferred from the unblocking service to the client-side transfer agent applet; and  
the client-side transfer agent applet set to check at a configurable frequency for determining that the UAC is generated;  
wherein, the client-side transfer agent applet uses the UBC to unblock the security device.
18. (Currently Amended) A method of unblocking a security device issued to an end user by a security agent, comprising:  
establishing a secure gateway by an unblocking service;  
transferring information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner; and  
transferring information between the unblocking service and the security agent ~~by an agent-side applet~~ in a secure manner.
19. (Original) The method of claim 18, wherein the security agent unblocks the security device from a remote location.
20. (Original) The method of claim 18, wherein the end user is remote.

21. (Original) The method of claim 18, wherein the security device is a smart card.
22. (Currently Amended) The method of claim 18, further comprising:  
presenting an end user identifier and a password pair by the end user for a client-side transfer agent applet to connect to the unblocking service.
23. (Currently Amended) The method of claim 18, further comprising:  
performing an authentication process for every transfer between a client-side applet transfer agent and the unblocking service.
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24. (Currently Amended) The method of claim 18, further comprising:  
transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet to the unblocking service;  
supplying the UAC to the end user by the security agent;  
applying the UAC to a client-side transfer agent applet by the end user;  
transferring the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC transferred by the client-side transfer agent applet and the agent-side transfer agent applet match;  
transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet; and  
unblocking the security device ~~by the client-side applet~~ using the UBC.
25. (Currently Amended) The method of claim 24, further comprising:  
checking at a configurable frequency to determine whether the UAC is generated ~~by a client-side applet~~.
26. (Original) The method of claim 24, further comprising:  
correlating an end user identifier and security device identifier prior to acceptance of the UAC.

27. (Currently Amended) The method of claim 24, further comprising:
- providing the UBC by the unblocking service to the client-side transfer agent applet after correlation of an end user identifier, a password pair, and a security device identifier.
28. (Currently Amended) A method of unblocking a security device issued to an end user by a security agent, comprising:
- establishing a secure gateway by an unblocking service;
- transferring information among the unblocking service, the end user, and the security device ~~by a client side applet~~ in a secure manner;
- transferring information between the unblocking service and the security agent ~~by an agent side applet~~ in a secure manner;
- presenting an end user identifier and a password pair by the end user for ~~a client-side transfer agent applet~~ to connect to the unblocking service;
- performing an authentication process for every transfer between the client-side transfer agent applet and the unblocking service;
- transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet to the unblocking service;
- supplying the UAC to the end user by the security agent;
- applying the UAC to the client-side applet by the end user;
- transferring the UAC securely from the client-side transfer agent applet to the unblocking service;
- verifying the UAC transferred by the client-side transfer agent applet and the agent-side transfer agent applet match through the unblocking service;
- transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet;
- unlocking the security device ~~by the client side applet~~ using the UBC;
- checking at a configurable frequency to determine whether the UAC is generated ~~by the client side applet~~;

correlating the end user identifier and a security device identifier prior to acceptance of the UAC; and  
providing the UBC by the unblocking service to the client-side transfer agent applet after correlation of the end user identifier, the password pair, and the security device identifier.

29. (Currently Amended) A method of unblocking a security device issued to an end user using a security agent, comprising:

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gathering information from the end user and the security device;  
verifying the information gathered from the end user and the security device;  
contacting the security agent by the end user;  
supplying end user information verbally to the security agent;  
verifying identity of the end user by the security agent using an identity verification mechanism  
generating an Unblock Authorization Code (UAC) ~~by an agent-side applet~~;  
delivering the UAC to an unblocking service ~~by the agent-side applet~~;  
storing the UAC against a security device record in a directory service;  
supplying the UAC from the security agent to the end user;  
applying the UAC to a client-side transfer agent applet by the end user;  
delivering the UAC securely from the client-side transfer agent applet to the unblocking service;  
verifying the UAC of the client-side transfer agent applet and ~~an~~ agent-side transfer agent applet match through the unblocking service;  
requesting an Unblock Code (UBC) from the directory service;  
unblocking the security device by transferring the UBC from the directory service to the client-side transfer agent applet.

30. (Original) The method of claim 29, wherein the security device identifier is a serial number.

31. (Original) The method of claim 29, wherein the end user identifier is an e-mail

address.

32. (Currently Amended) The method of claim 29, further comprising:  
gathering information from the end user using the client-side transfer agent applet; and  
gathering information from the security device using the client-side transfer agent applet.
33. (Currently Amended) The method of claim 29, further comprising:  
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generating a new UBC ~~by the client-side applet~~;  
setting the security device to the new UBC; and  
delivering the new UBC to the directory service.
34. (Original) The method of claim 29, further comprising:  
verifying the security device is not already permanently blocked.
35. (Currently Amended) A method of unblocking a security device issued to an end user using a security agent, comprising:  
gathering information from the end user and the security device;  
verifying the information gathered from the end user and the security device;  
contacting the security agent by the end user;  
supplying end user information to the security agent;  
verifying identity of the end user by the security agent using an identity verification mechanism;  
generating an Unblock Authorization Code (UAC) ~~by an agent-side applet~~;  
transferring the UAC to an unblocking service;  
storing the UAC against a security device record in a directory service;  
transferring the UAC to an unblocking service ~~by the agent-side applet~~;  
storing the UAC against a security device record in a directory service;  
supplying the UAC from the security agent to the end user;  
applying the UAC to a client-side transfer agent applet by the end user;

delivering the UAC securely from the client-side transfer agent applet to the unblocking service;

verifying the UAC transferred by the client-side transfer agent applet and an agent-side transfer agent applet match through the unblocking service;

requesting an Unblock Code (UBC) from the directory service;

unlocking the security device by transferring the UBC from the directory service to the client-side transfer agent applet;

gathering information from the end user using the client-side transfer agent applet;

gathering information from the security device using the client-side transfer agent applet;

A\ generating a new UBC ~~by the client-side applet~~;

setting the security device to the new UBC;

delivering the new UBC to the directory service; and

verifying the security device is not already permanently blocked.

36. (Currently Amended) A computer system adapted to unlock a security device issued to an end user, comprising:

a processor;

a memory, and

software instructions for enabling the computer under control of the processor, to establish a secure gateway by an unblocking service;

transfer information among the unblocking service, the end user, and the security device ~~by a client-side applet~~ in a secure manner;

transfer information between the unblocking service and a security agent ~~by an agent-side applet~~ in a secure manner;

transfer an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet and a client-side transfer agent applet to the unblocking service;

transfer an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet; and

unlock the security device ~~by the client-side applet~~ using the UBC.

37. (Currently Amended) An apparatus for unblocking a security device issued to an end user using a security device, comprising:

means for establishing a secure gateway by an unblocking service;  
means for transferring information among the unblocking service, the end user,  
and the security device ~~by a client-side applet~~ in a secure manner;  
means for transferring information between the unblocking service and a security agent ~~by an agent-side applet~~ in a secure manner;  
means for transferring an Unblock Authorization Code (UAC) securely from an agent-side transfer agent applet and a client-side transfer agent applet to the unblocking service;  
means for transferring an Unblock Code (UBC) securely from the unblocking service to the client-side transfer agent applet; and  
means for unblocking the security device ~~by the client-side applet~~ using the UBC.

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